



IRA **EXPRESSION OF INTEREST (EOI)**

IRA/148/2020-2021 EXPRESSION OF INTEREST FOR PROVISION OF CONSULTANCY SERVICES TO CONDUCT EMPLOYEE SATISFACTION AND RELATED SURVEYS

1. Background

The Insurance Regulatory Authority (IRA) is a State Corporation established under the Insurance Act, Cap 487 of the Laws of Kenya with the mandate to regulate, supervise and promote development of the insurance industry in Kenya.

In order to attain its mandate, the Authority needs to have well-motivated staff with positive attitude towards work and having the right competencies for the job. In addition, ambient work environment would ensure that employees work efficiently. The Authority has through its 2018-2022 strategic plan committed to undertake employee satisfaction and other related surveys aimed at determining the satisfaction indices for various employee and work-related attributes annually. These surveys are Employee Satisfaction; Competency Assessment; Work Environment and; Office Automation Levels Surveys by outsourcing the same to consultants.

2. Objectives

The overall objective of the assignment is to measure and understand employees' attitudes, opinions, motivation and satisfaction. This will enable the Authority to develop effective human resource strategies.

The specific areas in which information will be sought under each survey are as follows:

a) Employee Satisfaction Survey

- (i) Leadership and planning
- (ii) Corporate culture
- (iii) Communication
- (iv) Recognition and rewards
- (v) Teamwork and cooperation
- (vi) Working conditions
- (vii) Supervision
- (viii) Training program
- (ix) Benefits

b) Work Environment

- (i) Work station
- (ii) Health and safety
- (iii) Stationery and equipment
- (iv) Rest rooms
- (v) Common rooms
- (vi) Utilities

- (vii) Corporate vehicles
- (viii) Communication facilities, telephone services, sign posts and other forms of communication

c) Corruption Prevention

- (i) Determine levels of corruption
- (ii) Determine levels of corruption prevention awareness
- (iii) Corruption prevention intervention strategies

d) Alcohol & Drug Abuse Prevention

- (i) Determine prevalence of Alcohol & drug abuse
- (ii) Determine levels of Alcohol & drug abuse prevention
- (iii) Assess intervention programs to prevent alcohol & drug abuse

e) HIV/AIDS Awareness & Prevention

- (i) Determine levels of awareness
- (ii) Effectiveness of intervention programs
- (iii) Investigate support systems

f) Gender Mainstreaming Survey

- (i) Establish whether IRA adheres to Gender Mainstreaming policies
- (ii) Establish the extent to which IRA implements the national gender and mainstreaming policy

g) Disability Mainstreaming Survey

- (i) Establish whether IRA adheres to Disability Mainstreaming policies
- (ii) Determine the extent to which IRA implements Disability Mainstreaming policies

h) Competency Assessment

- (i). Determine level competency
- (ii). Establish competency gaps

i) Office Automation Levels Survey

- (i). Establish the level of automation achieved during the last one year
- (ii). Establish any gaps after the implementation of the systems was done
- (iii). Determine the extent of employees' competence in using the new automated systems

3. Scope of services

The following outputs will be expected from the consultant.

1. A detailed proposal covering but not limited to:
 - a) Background to the study
 - b) Statement of the problem
 - c) Purpose
 - d) Justification
 - e) Detailed methodology clearly demonstrating how the methodology chosen will address the study objectives
 - f) Sampling design and justification for the sampling design chosen
 - g) A skeleton of the appropriate study instrument (broad picture of what shall be covered)
 - h) Detailed work plan for carrying out the assignment
2. Inception report
3. Inception meeting with IRA to discuss, agree and document the Terms of Reference and the applicable Project Management Framework/Structure
4. Develop the study instruments the complete appropriate study instruments for use and discuss with IRA. The instruments have to be approved by IRA for use.
5. Provide periodic updates to the client.

6. Provide the raw data in SPSS to IRA
7. Make presentation of the report to IRA staff, then make appropriate amendments as may be necessary with an aim of finalizing the report
8. Make a presentation of the report to IRA management and other relevant stakeholders; make appropriate amendments as may be necessary
9. Provide a final report both in soft and one bound hard copy. The report should contain sub-reports of each of the surveys. Each report should be developed in the generally accepted report format and must contain but not limited to the following: -
 - a) Findings on each of the objectives
 - b) Specific conclusions drawn from the findings
 - c) Implementable recommendations
 - d) Satisfaction index of the various surveys
 - e) Staff competency level
 - f) Lessons learnt
10. Meeting with IRA project team to officially close the project and document

4. Eligibility criteria

The Expression of Interest must be accompanied by the consultants' qualifications, professional capabilities and documentary evidence of having successfully completed assignment/ project of similar nature. Interested firms should provide specific information which will be the basis for shortlisting and further invite to respond to comprehensive terms of reference as indicated below: -

a) Technical/Functional Skills

Team Leader: Postgraduate degree in Economics or Commerce or Statistics or Demography plus over ten years of practical experience in managing/leading the design and development of Research/Surveys/Polls. Other consultants will be expected to have at least 5 years of experience in undertaking research surveys

Other consultants: At least a bachelor's degree plus at least 5 years of experience in undertaking research surveys

b) Mandatory requirements

- i) Submit a copy of certificate of incorporation/business registration.
- ii) Submit a valid tax compliance/ Exemption certificate from Kenya Revenue Authority.
- iii) Provide Company profile of the firm indicating the contact details including physical address, telephone number, email and contact person on behalf of the bidder.
- iv) Confidential business questionnaire.
- v) Copy of CR 12 for Limited companies.
- vi) Copy of certificate of registration with relevant regulatory bodies.
- vii) Self-declaration letter that the consultant is not debarred in the matters of Public Procurement and Asset Disposal Act, 2015.
- viii) Self-declaration that the person or tenderer will not engage in any corrupt or fraudulent practice.
- ix) Access to Government Procurement Opportunities (AGPO) Certificate from National Treasury where applicable

5. Clarifications

IRA shall promptly respond to all request for any clarification relating to expression of interest where such request is received before the deadline for submission. Any request for clarification must be sent in writing by electronic mailed to: -

**Manager Procurement,
Insurance Regulatory Authority,
Zep-Re Place, Longonot Road, Upper hill,
P.O. Box 43505-00100
Nairobi, Kenya
Email: procurement@ira.go.ke**

6. Submission

Completed EOI proposal shall be submitted in ONE (1) “ORIGINAL hard copy and in CD/Flash Disk saved in PDF format clearly labelled your company name and placed in separate sealed envelopes The two envelopes shall be placed in an outer envelope and sealed bear IRA address, EOI name and number and clearly marked “DO NOT OPEN before day, date and time of EOI closing/Opening date.

“IRA/148/2020-2021 - EXPRESSION OF INTEREST FOR PROVISION OF CONSULTANCY SERVICES TO CONDUCT EMPLOYEE SATISFACTION AND RELATED SURVEYS”

The pre-qualification application must be delivered (by hand or registered mail) to:

Tender Box at Insurance Regulatory Authority Offices on Ground Floor, Zep - Re Place, Longonot Road, Upperhill, Nairobi or be addressed to:

**Chief Executive Officer,
Insurance Regulatory Authority,
10th Floor Zep Re Place, Longonot Road, Upperhill,
P.O. Box 43505 – 00100 Nairobi, Kenya
Telephone: +254-20-4996000; 254-719-047000
Email: procurement@ira.go.ke; Website: <http://www.ira.go.ke>**

On or before: **11th March, 2021 at 2:00 p.m.** The EOI shall be opened immediately on **11th March, 2021 at 2:00 p.m.** and in the presence of tenderers’ representatives who choose to attend. in the presence of tenderers’ representatives who choose to attend strictly observing MOH protocols on Covid -19 Pandemic.

Only firms shortlisted under this procedure will be invited to submit their Technical and Financial proposals under the Request for Proposals (RFP).

CHIEF EXECUTIVE OFFICER/COMMISSIONER OF INSURANCE

CONFIDENTIAL BUSINESS QUESTIONNAIRE FORM

You are requested to give the particulars indicated in Part 1 and either Part 2(a), 2(b) or 2(c) whichever applies to your type of business.

NB. Attach Company Registration Business Registration Certificate or Certificate of Incorporation, Valid Tax Compliance certificate from Kenya Revenue Authority (KRA), Access to Government Procurement Opportunities (AGPO) from the National Treasury (for firms owned by Youth, Women & persons with Disability)

Part 1 - General:

Business Name
(Attach Copy of Registration Certificate/ Certificate Incorporation)
Location of Business Premises
Plot No. Street/Road
Postal Address.....Tel. No. (Landline).....
Mobile Phone(s):.....
Website:..... E-mail:.....

Nature of Business
Single Business Permit (from a County Government)

No. Expiring Date
(Attach Copy of Permit/ Payment Receipt)

PIN Certificate No.....
(Attach Copy of PIN Certificate)

Tax Compliance Certificate No..... Expiring Date.....
(Attach Copy of Valid Tax Compliance from Kenya Revenue Authority)

Maximum value of business which you can handle at any one time:
K£.....

Name of your bankers Branch

Part 2 (a) Sole Proprietor:

Your name in full Age
Nationality Country of origin
Citizenship details

Part 2 (b) Partnership

Give details of partners as follows:

	Name	Nationality	Citizenship Details	Shares
1.				
2.				

Part 2 (c) Registered Company:

Private or Public

State the nominal and issued capital of the company: -

Nominal K£

Issued K£

Give details of all Directors as follows: -

	Name	Nationality	Citizenship Details	Shares
1.				
2.				
3.				
4.				
5.				

Part 3 – Declaration

I / We, the undersigned state and declare that the above information is correct and that I / We give IRA authority to seek any other references concerning my / our company and application from whatever sources deemed relevant.

Full name.....

Signature.....

For and on behalf of M/s.....

In the capacity of.....

Dated thisday of2021.

Suppliers' / Company's Official Rubber Stamp

.....

FORMAT OF CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF

Proposed Position: _____

Name of Firm: _____

Name of Staff: _____

Profession: _____

Date of Birth: _____

Years with Firm: _____ Nationality: _____

Membership in Professional Societies: _____

Detailed Tasks Assigned: _____

Key Qualifications:

[Give an outline of staff member's experience and training most pertinent to tasks on assignment. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations].

Education:

[Summarize college/ Company and other specialized education of staff member, giving names of schools, dates attended and degree[s] obtained.]

Employment Record:

[Starting with present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organizations, titles of positions held, and locations of assignments.]

Certification:

I, the undersigned, certify that these data correctly describe me, my qualifications, and my experience.

_____ Date: _____
[Signature of staff member]

_____ Date; _____
[Signature of authorized representative of the firm]

Full name of staff member: _____

Full name of authorized representative: _____

SELF DECLARATION THAT THE PERSON/TENDERER WILL NOT ENGAGE IN ANY CORRUPT OR FRAUDULENT PRACTICE

I,of P. O. Box being a resident of in the Republic of do hereby make a statement as follows: -

1. **THAT** I am the Chief Executive/Managing Director/Principal Officer/Director of (*insert name of the Company*) who is a Bidder in respect of **Tender No.** for(*insert tender title/description*) for(*insert name of the Procuring entity*) and duly authorized and competent to make this statement.
2. **THAT** the aforesaid Bidder, its servants and/or agents /subcontractors will not engage in any corrupt or fraudulent practice and has not been requested to pay any inducement to any member of the Board, Management, Staff and/or employees and/or agents of(*insert name of the Procuring entity*) which is the procuring entity.
3. **THAT** the aforesaid Bidder, its servants and/or agents /subcontractors have not offered any inducement to any member of the Board, Management, Staff and/or employees and/or agents of(*name of the procuring entity*)
4. **THAT** the aforesaid Bidder will not engage /has not engaged in any corruptive practice with other bidders participating in the subject tender
5. **THAT** what is deponed to hereinabove is true to the best of my knowledge information and belief.

Full name.....
Signature.....
Dated thisday of2021.

Suppliers' / Company's Official Rubber Stamp